

**Creative Support Ltd, Head Office**

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Repairs and Maintenance Manager

Reference: 86816

Head Office, Stockport

Thank you for your interest in the above post. Please find the specific duties and role requirements for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV in lieu of a completed application form.

Closing Date: 3rd November

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We very much look forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check



				Page Number:	1

JOB DESCRIPTION – REPAIRS AND MAINTENANCE MANAGER

Head Office, Stockport

Responsible to: Head of Property Services

Summary of the Role:

The Repairs & Maintenance Manager will lead, manage and co-ordinate the repairs service for Creative Support. The manager will provide day to day management of the Repairs Helpdesk, based in our Head Office in Stockport and the Mobile Maintenance Team working mostly in the North West.

Main Duties:

The Repairs & Maintenance Manager is responsible for the following key areas:

1. Repairs Helpdesk

- 1.1 To manage the Repairs Helpdesk, ensuring that it operates efficiently and effectively between the hours of 8.00am and 5.30 pm, Monday to Friday. To ensure that the team inputs all repair requests to the system, issues orders based on clear written specifications and complies with agreed repairs targets. To liaise with the Out of Hours Team and ensure that they have proper handovers at the end of each day on any issues.
- 1.2 To work with the team to resolve problems as they arise. To prioritise emergency repairs and safety issues. To work with the team to reduce overdue jobs and to ensure that all jobs are classified appropriately (i.e. emergency, urgent, routine or major). To respond to and manage technical and other queries.
- 1.3 To deploy, supervise and manage the staff that work on the Repairs Helpdesk. To manage staff performance and undertake formal supervision meetings and to undertake annual appraisals. To ensure that timesheets accurately reflect hours worked and are submitted on time.
- 1.4 To manage contractor relationships, find new contractors, negotiate best prices, discounts and added value. To review and market test prices quotes. To ensure that all purchase orders are signed off by individuals with the appropriate level of authority. To inspect properties to assess issues before placing orders and after works have been carried before signing off for payment.
- 1.5 To escalate and respond to complaints as per the organisation's customer care and complaints policy. To respond to feedback from tenants and staff regarding repairs and maintenance. To provide a customer-focused repairs service at all times.
- 1.6 To work with colleagues to ensure that efficient and effective processes and procedures are in place on the Repairs Helpdesk. To ensure that templates are utilised for writing to tenants and/or staff when required e.g. in relation to no access, recharges etc. To support staff on the Helpdesk to write clear, well drafted and respectful emails and letters, as appropriate. To ensure that such correspondence is appropriately saved and can be relied upon, if required.
- 1.7 To work with the staff on the Repairs Helpdesk, colleagues in wider department, staff at services, contractors, consultants to find solutions to complex repair issues.

				Page Number:	2

- 1.8 To provide accurate and timely monthly performance data for your line manager and for the corporate metrics.

2. Mobile Maintenance Team

- 2.1 To lead, develop and effectively manage all mobile maintenance operatives. To ensure high quality and cost-effective repairs are carried out. To drive performance of the team through performance management, excellent customer service, KPIs and other targets. To maximise the productivity of the team and ensure a right first-time approach.
- 2.2 To attend weekly maintenance meetings with the team (Monday morning) and oversee allocation of jobs. To organise a weekly agenda for the Mobile Maintenance Team Meeting and ensure that action points from meetings are followed up. To organise monthly 'toolbox' talks and arrange relevant team specific training ensuring that staff have up to date industry knowledge and are operating in compliance with health and safety laws and best practice.
- 2.3 To meet individual team members for supervisions. To ensure that each employee in the team reports daily on the jobs that they have completed so that they can be closed on the maintenance system. To maintain and improve the accountability, outcomes and productivity of the Mobile Maintenance Team.
- 2.4 To allocate work and duties to the team to ensure that all repairs are completed within agreed timescales. To ensure out of hour 24-hour cover for mobile maintenance. To monitor operatives' movement on a daily basis utilising trackers and systems.
- 2.5 To ensure that jobs are delivered in a safe and effective manner, ensuring all necessary risk assessments are created, checked and submitted.
- 2.6 To regularly inspect the work of mobile operatives. To ensure that operatives undertake relevant training to do their roles and to further develop their skills.
- 2.7 To carry out weekly vehicle checks on vehicles being used by the mobile maintenance team.

3. Other Duties

- 3.1 To be aware of legislation and good working practices relevant to all work activities. To ensure that any repair service complies with all relevant regulatory and legislative requirements.
- 3.2 To actively manage risks arising within the repairs service and work with colleagues to ensure appropriate mitigation is applied, when required.
- 3.3 As needed, to provide cover, support and assistance to other areas of the Property Services Team. To work closely with wider department and contribute to the wider work of the department. To work with the Property Services Manager and other key staff to develop a cyclical maintenance programme, an efficient asset management system and to make improvements to the Property Services systems and processes.

				Page Number:	3

- 3.4 To manage timely communications with tenants and sites to ensure that they are informed of repairs that impact them. To escalate significant repairs and related issues to colleagues, including your manager, relevant service managers, Directors and the Chief Executive.
- 3.5 To contribute to the facilities management of Creative Support's regional and local offices and other properties.
- 3.6 To liaise closely with the Health and Safety Team on any property related health and safety issues.
- 3.7 To supervise and manage the attendance, productivity and performance of the staff you line manage. To monitor sickness and carry out Back to Work Interviews after each period of sickness. To undertake performance appraisals. To ensure that there is a training plan for each individual to maximise their personal development. To maintain morale and promote staff retention through good communication, clear targets and regular team meetings and briefings.
- 3.8 To promote health & safety awareness and adherence to health & safety procedures and good practice.
- 3.9 To audit and spot check the quality of work carried out and ensure that customers and tenants are satisfied with our service and the performance of the repairs undertaken.
- 3.10 To contribute to Creative Support's business continuity and contingency planning.
- 3.11 To attend and present information to various meetings.
- 3.12 To contribute to Creative Support's Out of Hours Rota.

4. General Expectations

- 4.1 To maintain confidentiality at all times, in accordance with the agreed policy
- 4.2 To treat all tenants and stakeholders with respect and courtesy.
- 4.3 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support
- 4.4 To follow Creative Support's safeguarding policies for children and adults and to immediately report and escalate safeguarding concerns to the appropriate officers.
- 4.5 To establish and maintain effective working relationships with all co-workers, supervisors and tenants.
- 4.6 To comply with and to implement the Equal Opportunities Policies of Creative Support and ensure an inclusive and respectful working environment for all.
- 4.7 To accept support, supervision and feedback from your line manager. To pursue personal development of skills and knowledge.
- 4.8 Any other duties as required.

				Page Number:	4

PERSON SPECIFICATION – REPAIRS AND MAINTENANCE MANAGER

Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of managing a repairs helpdesk and/or mobile maintenance team.	Application	Desirable
2	Understanding of responsive repairs.	Application & Interview	Essential
3	Experience of supervising/coordinating staff and improving work place productivity.	Application & Interview	Essential
4	Experience of working closely with contractors and ensuring quality works and value for money are achieved.	Application & Interview	Essential
5	A 'hands on' and visible management approach - comfortable working closely with your team on a daily basis (on the helpdesk and when attending meetings and sites)	Application & Interview	Essential
6	Self-motivated, able to use initiative and adapt to changing work demands in a complex working environment.	Application & Interview	Essential
7	Able to provide input, advice, direction and support on routine and complex matters on a daily basis.	Application & Interview	Essential
8	Excellent organisational and time management skills.	Application & Interview	Essential
9	Able to give accurate verbal instructions and direct feedback to staff, contractors and consultants.	Application & Interview	Essential
10	Excellent written skills and business communication, with the ability to produce clear written instructions, emails and post inspection reports.	Application & Interview	Essential
11	Good day to day numeracy and ability to use excel	Application & Exercise	Essential
12	Good general IT and data management skills and experience of using IT systems	Application & Exercise	Essential
13	Experience of using IT programmes to manage repairs and maintenance software	Application & Interview	Desirable
14	General building knowledge (plumbing, mechanical and electrical).	Application & Interview	Essential
15	Specialist knowledge in relation to fire detection and assistive technology.	Application & Interview	Desirable
16	Relevant technical knowledge (e.g. of Building regulations, DDA compliance, fire safety, etc.)	Application & Interview	Desirable
17	Health and Safety knowledge and awareness.	Application & Interview	Essential
18	A practical, problem-solving approach with a commitment to resolving issues.	Application & Interview	Essential
19	Ability to work flexibly and co-operatively as part of a busy team and department.	Application & Interview	Essential
20	Genuine commitment to Creative Support's values and mission.	Interview	Essential
21	Clean driving license and willingness to travel.	Application	Essential
22	Willingness to work flexible hours, which may include occasional evening, weekend or overnight stays	Interview	Essential

TERMS AND CONDITIONS – REPAIRS AND MAINTENANCE MANAGER

Head Office, Stockport

Salary:	Up to £42,500 per annum	
	Point One:	£38,000 per annum
	Point Two:	£39,000 per annum
	Point Three:	£40,000 per annum
	Point Four:	£41,000 per annum
	Point Five	£42,500 per annum
Please Note: Starting salary on the above scale will be agreed according to previous experience, salary and technical qualifications. Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.		

Lease Car & Travel Expenses

As you will require a car to undertake this role we will provide you with a lease car within an agreed range of cost and models. Alternatively, a monthly taxable car allowance of £250 or use of company pool cars will be offered. Business mileage can be claimed at the current agreed rates. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection.

Hours of Work

37.5 hours per week, to be worked according to the needs of the service. These will usually be worked during Monday to Friday between the office hours of 8am and 6pm. We offer a TOIL system at Head Office for any additional hours worked. In exceptional circumstances overtime will be offered for additional hours at the postholders standard hourly rate. There is a need to travel to sites and services across the country and occasionally this will involve working longer hours or an overnight stay. In exceptional circumstances overtime will be offered for additional hours at the postholders standard hourly rate.

On-call Rota

You will be expected to contribute to the Repairs & Maintenance On-Call Rota to triage and advise on repairs out of hours and to liaise with colleagues in the Out of hours Team.

Work Location

The post is located at our Head Office in Stockport. We do not support home or hybrid working for this role.

Holidays

25 days plus 8 statutory days per annum. If part-time these will be pro-rata to working hours.

				Page Number:	6

Birthday Holiday Bonus

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Part Time Work

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours.

Disclosure Checks

All appointments will be subject to a basic DBS check. DBS disclosures must be renewed every 3 years unless you have subscribed to the update service. Creative Support will pay for DBS checks.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, future employment will be confirmed.

Probationary Bonus

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your end of probationary review paperwork.

Sickness Policy

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension

Creative Support operates an auto-enrolment pension scheme with the People's Pension. Current contribution rates are 5% for employees and 3% for the employer.

Life Assurance

Staff become members of a non-contributory group life assurance scheme after 6 month's employment. This scheme provides a death in service benefit equivalent to two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

				Page Number:	7

Discretionary Benefits

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Enhanced paternity leave
- Enhanced maternity leave
- Discretionary compassionate leave of up to 3 days
- Discretionary carer's leave up to 5 days per annum

Employee Assistance Service

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Welfare Fund

We offer confidential non-repayable welfare grants up to £350 to employees experiencing hardship.

Hospital Saturday Fund

You can join the Hospital Saturday Fund and pay your subscription through your salary. This is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There is a choice of membership fees and benefits.

Annual Rail Ticket

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

We Care Awards

We recognise our dedicated staff across Creative Support with standard, silver and gold awards for exceptional service aligned to our we Care values.

Your Rewards

Employee benefits and discount vouchers available through the Your Rewards website.

Long Service

Vouchers are awarded in the December following the 10th, 15th, 20th, 25th and 30th year anniversary of your continuous service date with Creative Support (£100, £150, £200, £250, £300 respectively).

Retirement Awards

We offer £100 bonus should you choose to retire from employment with Creative Support. All permanent contracted employees with at least two year's continuous service are eligible.

Refer a Friend Scheme

Staff who successfully refer a friend to Creative Support's employment can claim £200 (£100 worth of vouchers when their friend starts work and another £100 worth of vouchers when their friend passes their probationary review after four months of employment.)

				Page Number:	8

Welcome Back Grant

£200 worth of vouchers for employees who return to Creative Support at least six months after resigning from their original post.

Uniform

If applicable you will be provided with a uniform and protective equipment.

Company Devices

You will be provided with mobile smart phone and laptop. Please note the employee will be liable for any damage or theft of these devices.

EDI & LGBTQ+ Employee Networks

The EDI and LGBTQ+ Networks are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

				Page Number:	9